



Service Request Policy

Service Department Hours

Service department hours are 8:00AM-5:00PM, Monday – Friday. Non-emergency service requests will be processed and responded to within 2-business days during normal hours of operation. If you submit a service request and do not receive a response within 2-business days, please call our office to confirm your request was received.

How to Submit a Service Request?

- All non-emergency service requests must be submitted through our website at www.cpmfresno.com using the “Maintenance” link located in the “Tenants” menu. You can access the service request form directly at: <https://www.cpmfresno.com/maintenance-services/>
- A valid email address and working phone number must be used for all requests. We use both email and phone for communication during the service process.
- If you are unable to submit a service request through our website, you may contact our office at 559-206-3140 during normal business hours. Our receptionist will assist you with submitting a service request over the phone.
- Please note: Cosmetic corrections will not be accommodated, and all repairs are completed at the owner’s discretion.

What to do After I Submit a Service Request?

- Tenants are responsible for ensuring their voicemail box is empty and for checking their email inbox and spam box for responses related to their service requests. If your voicemail box is full and Cypress Property Management and/or the assigned vendor is unable to reach you, your service request will become void after 7 days. Voided service requests must be resubmitted by the resident.
- Tenants are responsible for coordinating appointments with the assigned vendor during normal business hours (8:00AM-5:00PM, Monday – Friday). Tenants must be able to meet the vendor. If tenants do not show up to a scheduled appointment, the vendor’s service fee will be charged to the tenant for the missed appointment.
- Vendors may leave an appointment if they feel uncomfortable or unsafe at any time.

When Will my Service be Complete?

- Availability of vendors and seasonal repairs will dictate our response and turnaround time. Examples include heaters during the winter, air conditioners over the summer, and roofs and fences in stormy weather. Non-emergency repairs typically take 1-4 weeks for completion after your request has been processed and approved. However, repair time can take longer if an owner requires multiple bids or if a Home Warranty company is involved. Tenants must allow the owner adequate time to make the repair.

Is There a Fee?

- If the maintenance request is for damage caused by the tenant or is the responsibility of the tenant to maintain, the tenant will be charged. Examples of repairs that tenants are responsible for include but are not limited to:
 - Hair clogs in sinks/showers/tubs
 - Wet wipe clogs in toilets
 - Broken windows caused by tenants
 - Garbage disposal clogs
- If you make an appointment with a vendor and an adult over the age of 18 is not present at the time of the appointment, the appointment will be canceled, and the service fee will be charged to the tenant. This policy will also apply if a non-kenned or unconstrained animal is present at the time of the vendor visit.

What About Emergencies?

- If the emergency is life threatening, please call **9-1-1**.
- If you smell gas or have a carbon monoxide alarm going off, turn off your gas shut-off, open all your windows, and go outside. Please call PG&E at **(800) 743-5000** and they will send out a technician to investigate. If PG&E investigates the leak and determines it is something that needs to be handled privately by the owner and not by them, please contact our office upon notification by PG&E.
- If you are experiencing a property threatening emergency outside of normal business hours, please contact us at **(559) 492-7079** and leave a voicemail with your name, full property address, phone number, and a detailed description of the emergency you are experiencing. These calls are dealt with as soon as possible. Photos may also be sent to this number if helpful for describing the situation.
- Property-threatening emergencies that require immediate attention include:
 - Sink/tub/toilet backing up (overflowing) with water that cannot be stopped.
 - Water leaking through pipes or ceiling (this does not include roof leaks; roof leaks should be reported through our normal maintenance ticket process).
 - Unusable toilet if there is only one at the property.

We appreciate your cooperation and encourage you to contact our office with any questions!